



Commonwealth of Kentucky
Finance and Administration Cabinet
Department of Revenue

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Frequently Asked Questions for State Employee E-Filing

- Q) Is there a charge for this service?
- A) No. This service is being offered free to Executive Branch employees only.
- Q) Can I mail my return and tax information or must it be dropped off?
- A) It must be dropped off. Due to the large influx of mail received by the Department during filing season, we cannot accept your information via mail.
- Q) If I have already filed my return via DOR's website and paid a fee can I get a refund?
- A) No. The fee goes to the software vendor and is not refundable. This software also allowed you to prepare your return using the vendor's software. DOR is only electronic filing your return, not preparing it.
- Q) How long is the turnaround time?
- A) If all information is in order, your return should be filed within 4 or 5 working days.
- Q) When is the last day I can drop off my return to be filed?
- A) April 6, 2016 is the last day we will accept returns to be filed.
- Q) Will you prepare my return?
- No. This service is for electronic filing only. Your return should be completed and ready to file when you drop it off.
- Q) How will I receive my refund?
- A) There are three options: direct deposit (the fastest), debit card or paper check.
- Q) Will I be notified if there is a problem filing my return or any adjustments to my calculations?
- A) Yes, but you must include a daytime phone number or email address with your information.
- Q) What if I receive additional tax information after dropping off my return information?
- A) If your return has been filed, then you would need to file an amended return. If the return has not been filed, contact the appropriate Taxpayer Service Center and they will advise you what needs to be done.
- Q) Where can I find the Individual Income Tax Forms?
- A) Forms may be obtained at: <http://revenue.ky.gov/forms/CurrentYriitforms.htm>
- Q) What is the purpose of the forms listed in the email announcement?
- A) These forms are **required** by the IRS and Kentucky in order to file your return electronically.